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# 21 Sentences

Emotionally Intelligent People

*Use Under Pressure*

Written By: Dr. Carolyn Frost





# ① *"Help me understand your perspective"*

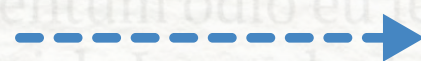
- **Take notes.** Forces your brain to process not react
- 

# ② *"Let's identify what's in our control"*

- **Draw two circles - control/influence.**  
Focus shifts from chaos to action
- 

# ③ *"I notice I'm feeling reactive right now"*

- **Hand on chest.** Physical anchor stops emotional spiral
- 





## ④ *"I hear the urgency in your voice"*

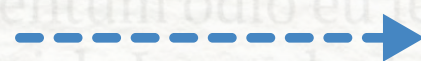
- **Roll shoulders back.** Physical ease creates emotional space
- 

## ⑤ *"Let's pause and come back to this"*

- **Schedule a follow-up now to make your pause productive**
- 

## ⑥ *"I want to give this my full attention"*

- **Close your laptop.** Physical barriers break mental ones
- 





7

***"That's interesting -  
can you tell me more?"***

- **Count to 3 silently.** Breaks your reaction pattern
- 

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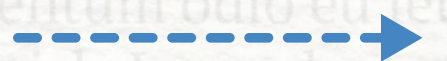
***"Can we take 5 to align on  
priorities?"***

- **Stand up and stretch.** Movement resets your stress response
- 

9

***"What would a good  
outcome look like for you?"***

- **Do a quick timeline together to make success tangible**
- 





## ⑩ *"I need a minute to think this through"*

- **Get water.** Movement breaks thought spirals
- 

## ⑪ *"Can you walk me through your thinking?"*

- **Deep breath while they talk.** Creates space for real listening
- 

## ⑫ *"I appreciate you bringing this to my attention"*

- **Take a sip of water to give you processing time**
-



## ⑬ *"I see this differently, but I'm curious about your view"*

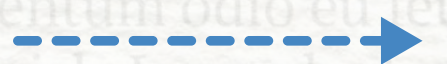
- **Uncross your arms.** Open body language creates real connection
- 

## ⑭ *"Let's map out what we know so far"*

- **Use whiteboard or paper.** Visual processing calms neural pathways
- 

## ⑮ *"Can we explore other options together?"*

- **Grab a pen.** Physical writing grounds racing thoughts
- 





## 16 *"I'm not ready to decide yet"*

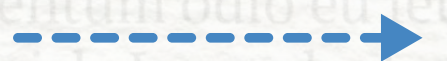
- Set a specific deadline to remove pressure without procrastinating
- 

## 17 *"What feels most important to address first?"*

- Touch something cold. Temperature change breaks stress spiral
- 

## 18 *"What am I missing here?"*

- Turn your chair slightly. A new physical perspective shifts mental blocks
- 





**19** ***"Let me reflect on that and get back to you"***

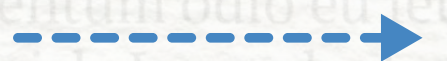
- **Block 15 minutes now. Guarantees follow-through**
- 

**20** ***"I'm noticing some resistance here"***

- **Place both feet flat on floor. Grounding stops defensive reactions**
- 

**21** ***"I appreciate your patience while I process this"***

- **Place hand on desk. Physical contact anchors racing thoughts**
- 





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